

1997 Summary of Performance Measures for PWC Category 1 NAVFAC Contracting Offices--Raw Data											
	Parent Organization →	SOUTHDIV	SOUTHDIV	LANTDIV	SWDIV	PACDIV	NORTHDIV				
	Specific Office →	PWC JAX	PWC PENSA- COLA	PWC NORFOLK	PWC SAN DIEGO	PWC PEARL	PWC DET PHILA				
	Activity Type →	PWC	PWC	PWC	PWC	PWC	PWC				
	Associates Surveyed →	70	13	84	56	68	6				
	Associate Surveys Received →	41	3	83	40	56	3				
	Customers Surveyed →	54	15	53	10	10	9				
	Customer Surveys Received →	16	5	3	2	8	3				
Source	Category							Benchmark	Nadir	Range	Average
<i>Customer Survey</i>	Timeliness	.505	.540	.133	1.000	.325	.933	1.000	.133	0.867	.573
	Quality	.544	.550	.167	1.000	.518	.583	1.000	.167	0.833	.560
	Service/Partnership	.555	.575	.133	1.000	.588	.833	1.000	.133	0.867	.614
<i>Associate Survey</i>	Quality Work Environment	.631	.810	.674	.774	.694	.238	.810	.238	0.572	.637
	Leadership/Management	.708	.778	.709	.736	.780	.778	.780	.708	0.072	.748
<i>Self Assessment</i>	Quality Workforce	.550	.850	.625	.625	.600	.550	.850	.550	0.300	.633
	Acquisition Excellence	.567	.567	.750	.750	.733	.700	.750	.567	0.183	.678
	Accurate, Timely, and Efficient Data Collection	.500	.600	.700	.600	.450	.500	.700	.450	0.250	.558
	Meet Mission Goals	.757	.765	.635	.757	.742	.603	.765	.603	0.162	.710
1997 Summary of Performance Measures for PWC Category 1 NAVFAC Contracting Offices-- Normalized Data											
Source	Category							Benchmark	Nadir	Range	Average
<i>Customer Survey</i>	Timeliness	.429	.469	.000	1.000	.221	.923	1.000	0.000	1.000	.507
	Quality	.453	.460	.000	1.000	.421	.499	1.000	0.000	1.000	.472
	Service/Partnership	.487	.510	.000	1.000	.525	.807	1.000	0.000	1.000	.555
<i>Associate Survey</i>	Quality Work Environment	.687	1.000	.762	.937	.797	.000	1.000	0.000	1.000	.697
	Leadership/Management	.000	.972	.014	.389	1.000	.972	1.000	0.000	1.000	.558
<i>Self Assessment</i>	Quality Workforce	.000	1.000	.250	.250	.167	.000	1.000	0.000	1.000	.278
	Acquisition Excellence	.000	.000	1.000	1.000	.907	.727	1.000	0.000	1.000	.606
	Accurate, Timely, and Efficient Data Collection	.200	.600	1.000	.600	.000	.200	1.000	0.000	1.000	.433
	Meet Mission Goals	.951	1.000	.198	.951	.858	.000	1.000	0.000	1.000	.659